

## ABSTRACT

When determining that a failure has occurred, a vehicle (10) transmits alarm lamp illumination information, vehicle ID information and user identification information to a center (20). The center (20) transmits the received alarm lamp illumination information to an automobile dealer computer (30) at an automobile dealer. The center (20) then obtains abnormality countermeasure information transmitted from the automobile dealer, prepares an abnormality notification, and transmits the abnormality notification to the vehicle (10). The vehicle (10) notifies a user of the abnormality notification, and reserves servicing at the automobile dealer through an operation of a reservation button performed by the user. With the reservation, the center (20) transmits an abnormality transmission request to the vehicle (10). The vehicle (10) collects failure information in response to the failure information transmission request, and transmits the failure information to the center (20). The center (20) transmits detailed abnormality countermeasure information transmitted from the automobile dealer to the vehicle (10).

Selected Drawing: FIG. 4A